

NAAS Open Ticket Status
Week of September 22, 2006-September 26, 2006

Ticket Number	Submitted by:	Center	Summary	Assigned to	Type	Status	Submitted Date:
HD 5933	Karen Ridlon	LARC	This org submitted the below award which NAAS duplicated. This should not have happened	Bill Sloan	Break-fix	Still monitoring this to see if it was an isolated incident. This may have been corrected by one of the subsequent code pushes by KSC as we have not had any more reports of this happening. We do not want to close it though, until we have a definitive answer. J. Seal	8/2/2006
HD 5961	Steve Naus	GSFC	HE STATED THAT E-MAILS WERE NOT BEING SENT FOR REVIEW OR APPROVAL FROM THE SYSTEM.	Bill Sloan	Break-fix	Still monitoring this to see if it was an isolated incident. This may have been corrected by one of the subsequent code pushes by KSC, or any number of situations may have occurred where email was sent to someone else, or even a spam email box. We have numerous errors reported with email, and we do not want to close any unless we have a definitive answer as to what series of events happened and if it has since been corrected. Email issues will have much discussion in the face to face meeting next week, as this has been such an issue J. Seal	8/2/2006
HD 6212	Khrista White	GSFC	QUESTIONS CONCERNING THE SEARCH RESULTS IN NAAS			The search by person name does not work. The work around is as noted in here, must search on some other field. We received an additional CR, HD 8014, that addresses the same issues. This has been added to our list of know bugs to be corrected by the NSSC and	8/8/2006

						will be prioritized. Meanwhile leaving status as work in progress. J. Seal	
HD 6379	XYNIQUE R. SIMS	GRC	Customer experiencing multiple problems with organizational data.		Break-fix	Will follow up. Speculating that data was loaded in one system but didn't make it to the other. Came up with a temporary workaround that seems to work in most cases. Forwarded the workaround document to Ms. Sims and requested she try it to see if that solved her problems for the short term. J. Seal 9/13/06 Updating to pending until we hear back from Ms. Sims as to whether she is still experiencing issues with this. J. Seal	8/10/2006
CHG 12792	MICHAEL MCCANN	NSSC	Center selection errors on Nomination & Status Screens		Pending	Same issue as 6560 and 6563 9/27/2006 9:03:47 AM NS000361 Sent Mike the following email: From: Seal, Jim E. (NSSC)[CSC] Sent: Wednesday, September 27, 2006 9:00 AM To: McCann, Michael (NSSC-XD020) Subject: Old NAAS Trouble Ticket - 12792 Mike, I'm going through old NAAS Trouble Tickets in Remedy and trying to clear some out, and I came across this one. This is one of the ones that was fixed with that hardware configuration change - changing a NIC setting. Can we close it out?	8/14/2006
HD 7295	TERESA GOMEZ	JSC	CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER It is adding in the amount	Robert Usey	In work	The Awards Team discovered that when a nomination is set to Draft Mode and then complete, NAAS first takes the amount of the award out	8/29/2006

			then subtracting it?? It should only be shown once as a subtraction.			<p>and then add it back into the budget when the nomination is completed. Contacted Ms. Gomez to let her know what was causing the problem and that IT is working on it. Reassigning this ticket to IT to let them know that the problem is occurring at the centers as well.</p> <p>This appears to be one of the ongoing issues we keep seeing coming up. Robert Usey knows how the system is operating and can usually guide the users through what is going on. Assigning to him.</p> <p>9/18/2006 1:07:10 PM NS000115 Still waiting on management to decide if we are going to remove data or not.</p> <p>9/18/2006 2:23:13 PM NS000361 There are issues with this that are to be discussion points in the on-site NAAS working group meeting scheduled for September 20-21. Action will follow that meeting and status will be further updated at that time. J. Seal</p>	
HD 7512	KHRISTA N. WHITE	GSFC	KHRISTA WHITE SENT IN AN E-MAIL TO REQUEST THE NSSC TO REMOVE ACTION IN NAAS FOR STANLEY R. SCOTT.	Robert Usey	In work	<p>The request for the removal of the incorrect nomination is being assigned to IT.</p> <p>Center should make sure that the monetary amount is not taken from FPPS.</p> <p>9/5/2006 10:57:58 AM NS000361</p>	9/1/2006

					<p>Record can be removed from db, but could just be a user action where they just cancel the original? J. Seal</p> <p>9/5/2006 10:58:14 AM NS000361 Updating to work in progress. J. Seal</p> <p>9/18/2006 1:07:10 PM NS000115 Still waiting on management to decide if we are going to remove data or not.</p> <p>9/18/2006 2:23:13 PM NS000361 There are issues with this that are to be discussion points in the on-site NAAS working group meeting scheduled for September 20-21. Action will follow that meeting and status will be further updated at that time. J. Seal</p> <p>9/18/2006 1:07:10 PM NS000115 Still waiting on management to decide if we are going to remove data or not.</p> <p>9/18/2006 2:23:13 PM NS000361 There are issues with this that are to be discussion points in the on-site NAAS working group meeting scheduled for September 20-21. Action will follow that meeting and status will be further updated at that time. J. Seal</p> <p>9/25/2006 12:08:39 PM NS000100 Sent an email to Robert and Jim requesting an update to the case. KNoel</p> <p>9/25/2006 12:10:39 PM NS000115 Still waiting.</p>	
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HD 7760	TERESA GOMEZ	JSC	Time Off Award submitted in NAAS, but when it was received by the Approver the hours block was blank. Award was rejected and resubmitted and same thing happened. Award was rejected and resubmitted a third time and the hours finally showed up for the Approver.	Jim Seal	Pending	<p>9/8/2006 10:45:03 AM NS000114</p> <p>I believe the issue as written refers to a system problem, not a request for a future enhancement. I have forwarded my concerns to Jim Seal and Bill Sloane for further information/clarification. (see below). Mike McCann</p> <p>Jim,</p> <p>If the hours for a time-off award did not show up on the Approver's Review Screen two out of three times, wouldn't that be an error versus a need for an enhancement? Are we assuming the nominator did not enter an amount when drafting the award the first two times (because the system does not force an entry)? The "requirement" to fill in this data is a future enhancement as is the need to display this data on a query screen...but as written I do not see this issue as an enhancement.</p> <p>Thoughts?</p> <p>Mike McCann</p> <p>9/19/2006 7:35:44 AM NS000114</p> <p>Item refers to an error in NAAS that appears to have been an isolated incident. Issue passed back to IT as a system concern versus a request for future enhancements. Recommend closure if IT has not received any additional reports since</p>	9/7/2006
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						<p>this ticket was initiated. Mike McCann</p> <p>9/19/2006 11:47:51 AM NS000180 AFTER DISCUSSING CASE WITH JIM SEAL. SETTING CASE FROM ASSIGNED TO PENDING STATUS SINCE HE IS WANTS TO LEAVE CASE OPEN UNTIL NAAS MEETING 9/20/2006 IN WHICH MS. GOMEZ WILL BE ATTENDING. KMINA</p>	
HD 8014	LYNETTE I. FORSMAN	ARC	<p>Today I was using Query in NAAS, when "Searching by Nominee Information", the employee's award action I was searching for did not appear. Although when I searched in "Search by Organization Information" and "Search by Title" the employee's award action appeared. I also tracked the action in FPPS to verify it was uploaded and it was. For some reason when searching by "Searching by Nominee Information" it doesn't always capture the action even though it is in NAAS.</p> <p>If you need some example names of employees that do not appear in "Search by Nominee Information" please let me know.</p> <p>Thanks, Lynette Forsman 650-604-5267</p> <p>From: Lynette Raburn</p>	Tosin Fadeyi	Work in Progress	<p>These are 2 distinctly separate issues. The first issue, a problem with searching on personnel name, has been recorded before in HD 6212, and has not yet been resolved. The second issue, a timeout problem was recently questioned by another user as well. This issue has not been recorded before, but since twice within the past couple of days has been an issue, we may need to investigate whether something has changed. Assigning to Tosin for investigation. J. Seal</p> <p>9/25/2006 1:15:13 PM NS000337 This has been identified as a future enhancement to NAAS and will be fixed in phase II</p>	9/12/2006

			<p>[mailto:lraburn@mail.arc.nasa.gov] Sent: Tuesday, September 12, 2006 11:53 AM To: nssc-contactcenter@nasa.gov Cc: Pultz, Linda L. (HQ-LE060); James, Gail E. (ARC-HR); cwoodward@mail.arc.nasa.gov Subject: Time-out pop-up window</p> <p>Hello,</p> <p>We keep having the time-out expiration message pop-up window appear while we are currently working in the system telling us to hit "ok" otherwise in 1 minute the system will shutdown.</p> <p>Shouldn't this window only appear if you have not been using the system for a period of time and not while you are in the middle of working in the system?</p> <p>Thanks, Lynette Forsman 650-604-5267 The Description of this case is: CUSTOMER SENT TWO E-MAIL EXPLAINING NAAS PROBLEMS</p>				
HD 8872	SANDRA S. EVANS	DFRC	MS. EVANS WAS ATTEMPTING TO NOMINATE AN EMPLOYEE FOR A TIME OFF AWARD. SHE HAS NOT HAD ANY	Tosin Fadeyi	Work in Progress	9/26/06 Tosin emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please	9/22/2006

			PROBLEMS DOING THIS PRIOR TO THE DOWN TIME THAT NAAS HAD TO REDUMP THEIR BUDGET. SHE IS NOW GETTING AN ERROR MESSAGE"A NOMINEE IS ASSOCIATED WITH TIME OFF OR MONETARY AMOUNT FOR A NON-MONETARY AWARD" . SHE HAS VERIFIED THAT SHE SELECTED THE TIME OFF AWARD AND SHE VERIFIED THAT TIME OFF HOURS FIELD WAS FILLED WITH HOURS RATHER THAN A MONETARY AMOUNT.			contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.	
HD8892	BRENDA J. RITCH	GSFC	<p>\$200 award for Catherine Bower was entered in NAAS as an Award of Excellence. It should be a Job Performance. Would you please correct? Thank you. Brenda Ritch</p> <p>9/25/2006 9:29:43 AM NS000323 Called Brenda Rich at Goddard to get more details. Brenda said that the award was for Katherine Bower but I searched for the nomination, I could not find her name. Brenda said that the award had already been processed. I am therefore reassinging this ticket to IT.</p>	Jim Seal	Pending	<p>9/25/2006 10:00:32 AM NS000361 Sent the following email to Linda Pultz for input on this request. J. Seal</p> <p>----- -----</p> <p>From: Seal, Jim E. (NSSC)[CSC] Sent: Monday, September 25, 2006 9:51 AM To: Pultz, Linda L. (HQ-LE060) Cc: McCann, Michael (NSSC-XD020); Stallings, Rita (NSSC)[Tristar] Subject: NAAS Request to Change Database Data</p> <p>Linda,</p> <p>Per the new process to pass all backdoor database change requests to you for approval, here is one we received this morning. Please let me know</p>	9/25/2006

						<p>how you wish to proceed.</p> <p>Thanks, Jim</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>9/25/2006 11:21:45 AM NS000361 Assigned to self, changed status to Pending while awaiting input from Linda Pultz on how to proceed . J. Seal</p>	
HD 8804	KAREN E. RIDLON	LaRC	Have feedback on OHCM services? Visit http://ohr.larc.nasa.gov/index.html	Tosin Fadeyi	Work in Progress	<p>9/26/06 Tosin emailed.... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p>	9/22/2006
HD 8699	ALLISON N. THEBEAU	JSC	<p>We have attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.</p> <p>I confirmed with Allison the type of award was "Center Other Incentive Award" and the award title was "Time Off". The NOAC attached to this award is 846 (a time off NOAC). The monetary box grayed out but when I tested this I got the same error message that Allison got yesterday (see attachment).</p>	Tosin Fadeyi	Work in Progress	<p>9/26/06 Tosin emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.</p>	9/21/2006

			Sending case to IT for research.				
HD 8917	TERESA GOMEZ	JSC	Received e-mail notification that there was a award waiting for Center Awards Officer approval/finalization for a Time-Off Award for John Trahan. When I went to my status screen I did not seen the award for John Trahan instead there was a On-the-Spot award for Kathryn Acuna waiting for approval, but I never received an e-mail for her award. I need to find the John Trahan award so it can be approved and processed.	Tosin Fadeyi	Work in Progress	9/25/2006 2:35:30 PM NS000361 IT received and assigned. Updating to work in progress. J. Seal	9/25/2006
HD 8957	ALLISON N. THEBEAU	JSC	CUSTOMER RECEIVING A WARNIG ERROR MESSAGE WHEN SUBMITTING TIME OFF AWARDS	Tosin Fadeyi	Work in Progress	9/26/06 Tosin emailed... The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day. 9/26/2006 11:35:02 AM NS000136 Customer replied with following: Submitted several Time Off Awards, some went through the first time, but many did not. Worked issue with Tosin, but may be a bug in system.	9/25/2006

HD 8970	KHRISTA N. WHITE	GSFC	CUSTOMER RECEIVING ERROR MESSAGE IN NAAS, WITH A ZERO BUDGET BALANCE	Tosin Fadeyi	Work in Progress	9/26/06 Tosin emailed...I have received your helpdesk ticket in regard to the error message that pops up when a time-off award is submitted. The fix has been moved to production and should be ready for you to re-submit your time-off awards if you have anymore issues please contact me or the contact center via email. I will close this case in three days. Sorry for the inconvenience have a great day.	9/25/2006
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Case #5933

PLEASE CHECK THIS IMMEDIATELY –

This org submitted the below award which NAAS duplicated. This should not have happened.

Edit Step

Comment: *

☐ Reject ☒ Accept

Items To Finalize

Organization	Nominee	Award Title	Amount	Status/Action
D3	COX, SHERRY	Performance Award	2000	Center Awards Officer/Finalize
D3	COX, SHERRY	Performance Award	2000	Center Awards Officer/Finalize

Finalize

Reject comment: *

Effective Date: * 08/03/2006 (Applies to center nominations only.)

Case #5961

8/2/2006 12:44:24 PM NS000102

CUSTOMER STEVE NAUS, IT MANAGER CALLED TO REPORT PROBLEMS WITH THE NAAS SYSTEM THAT WERE BEYOND THE CENTER LEVEL. HE STATED THAT E-MAILS WERE NOT BEING SENT FOR REVIEW OR APPROVAL FROM THE SYSTEM. I CALLED RITA STALLINGS REGARDING THE PROBLEM. SHE STATED IF THE NAMES WERE BEING ENTERED IN THE SYSTEM WRONG THAT COULD BE THE PROBLEM. I STATED THAT I DIDN'T KNOW IF THIS WAS THE REASON THIS WAS HAPPENING. I ASKED IF SHE WOULD LIKE ME TO PUT A CASE IN AND SHE STATED YES AND TO EVEVATE TO L2 AND THEY WOULD LOOK INTO THE PROBLEM AND CONTACT THE CUSTOMER AT GODDARD.

Case #6212

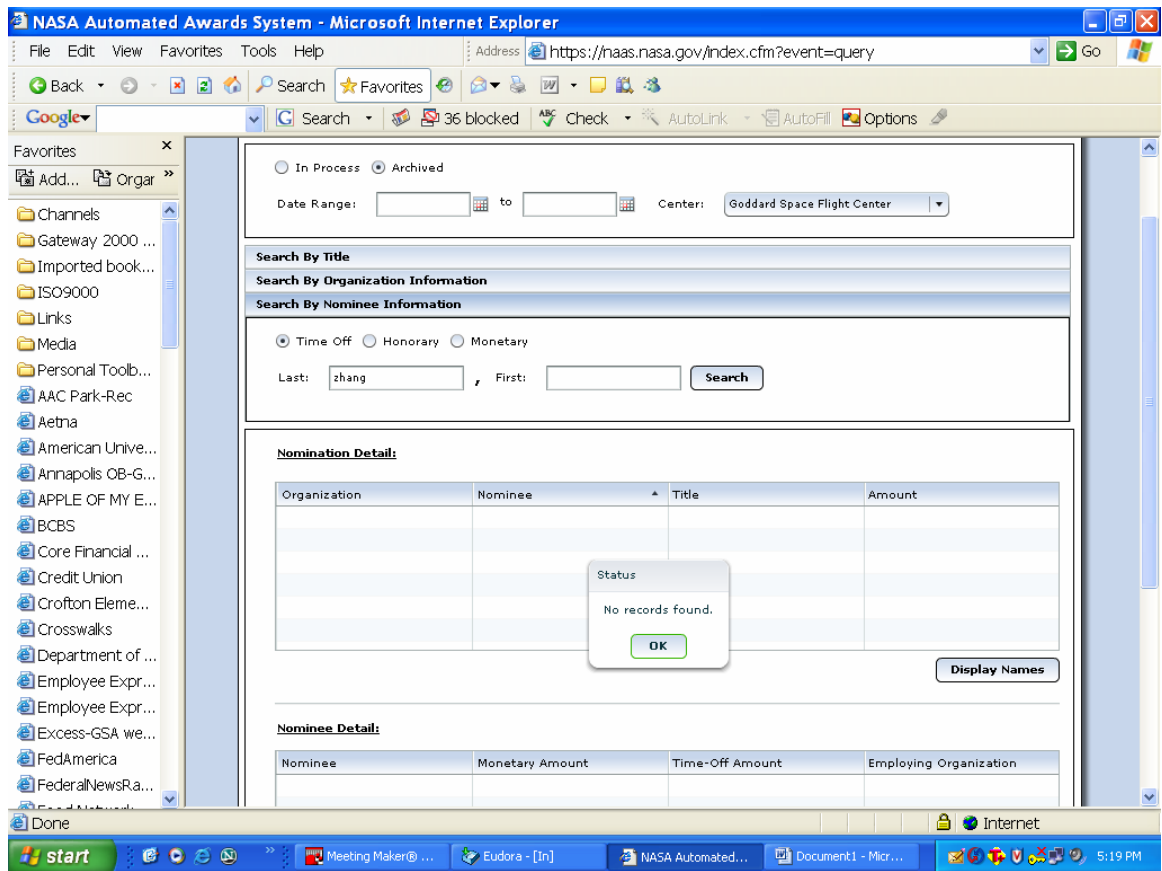
8/8/2006 4:43:57 PM NS000137

Attached are 2 screen shots in the Query section of NAAS. Steps taken to reach results are noted on each page. CUSTOMER SUBMITTED A SEARCH BY 'NOMINEE INFORMATION' LAST NAME: ZHANG AND RECEIVED NO RESULTS. HOWEVER, WHEN SEARCH IS DONE USING 'TITLE' THE NAME ZHANG WAS POPULATED. THE ATTACHED DOCUMENT SHOWS THE SEARCH RESULTS IN NAAS.

1st SEARCH

1. Searching in Query
2. Searched by "nominee information" last name: ZHANG

3. results “no records found”



2nd SEARCH

4. Searching in Query
5. Searched by “title” time-off – 17-40 hours – individual only
6. results: name ZHANG was populated

Case #6379
8/10/2006 3:16:42 PM NS000092

THE FOLLOWING EMAIL WAS RECEIVED FROM THE CUSTOMER

From: Sims, Xynique R. (GRC-CFA0) [mailto:xynique.r.sims@nasa.gov]
Sent: Thursday, August 10, 2006 3:06 PM
To: nssc-contactcenter@nasa.gov
Subject: HELP with the NAAS Test Environment

I am having some problems in the test environment of NAAS.

Prior to the Center Snap Shots being captured from the data that was set up in NAAS, I was having several problems with my organizational data, and because of that I was not able to complete everything in NAAS before the snap shops were taken. I believe that my approver data was not reloaded after some corrections were made to my organization data. Please contact Bill Sloan, if you have any questions.

I am having another problem with the organizations. When I go to set up the approvers for Glenn all the employees that have been identified as users are not coming up when I try to search for them under the Approval Admin function. Only a few shows up out of a large group of the user I set up.

The other issue is that the when I go to create an award and get to the approver screen in almost all cases the required approvers are not showing up at all, even those approvers that are setup – activated in the Approval Admin function.

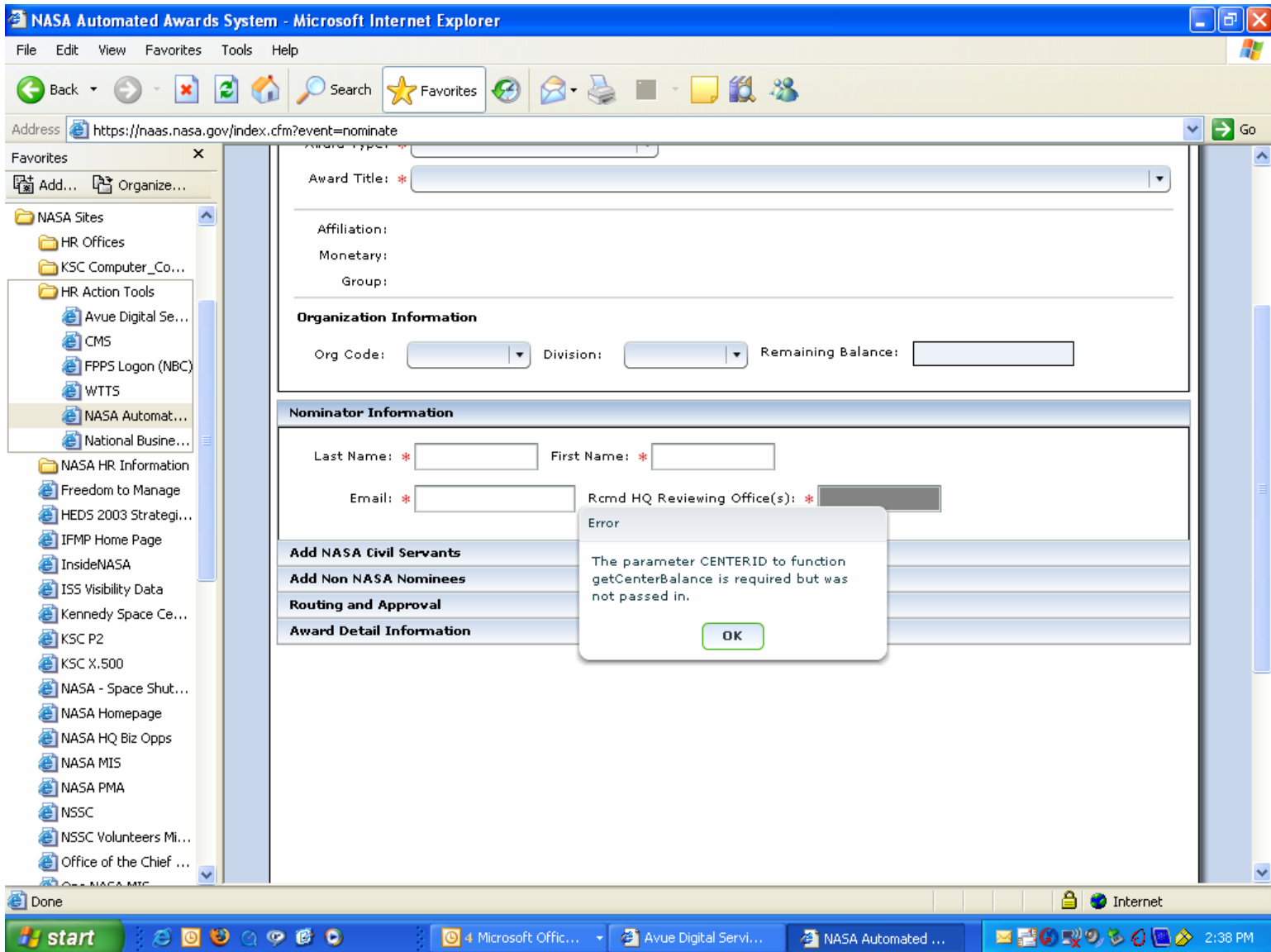
I am also concerned that if this is a problem in the test environment, then the same has to be true for the production environment.

I hope this makes sense. I need some help ASAP. I am preparing for training!!

Case # CHG 12792

8/14/2006 4:31:07 PM NS000114

Attached error screen appears when attempting to create nomination in either NSSC Awards Officer or NAAS System Admin roles in Production Environment - not sure if repeated in other roles. In addition, Status screen for Awards Officer at NSSC does not display any Center ID in the dropdown block (blank). Status screen not available on Sys Admin role - could not validate problem. Error repeated in Test environment, but functional in Development.



Case # 7306

From: Thebeau, Allison N. (JSC-AH)

Sent: Tuesday, August 29, 2006 9:57 AM

To: NSSC-RemedyHelpDesk

Cc: Gomez, Teresa (JSC-AH); Ross, Duane L. (JSC-AH); Lapradd, Linda (JSC-NSSC)

Subject: several JSC issues

- 1) When an org nominates someone for a monetary award, the amount is not subtracted from their budget, even though it appears on the ledger.
- 2) Frequently have to navigate in and out of nomination screen to get a workable page, Error message comes up: "The parameter CENTERID to function getCenterBalance is required but was not passed in"
- 3) Once an org submits a nomination, the screen goes back to N/A listed in the org menu and the balance shows the Center balance...this is a big issue. This means that anyone who puts in a nomination can see the Center's award balance...could really create some problems down the road.

Allison Thebeau
281-483-9589

Case #7295

8/29/2006 1:04:58 PM NS000128

The Description of this case is: CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER

8/29/2006 1:06:18 PM NS000128

From: Gomez, Teresa (JSC-AH) [mailto:teresa.gomez-1@nasa.gov]

Sent: Tuesday, August 29, 2006 11:22 AM

To: nssc-contactcenter@nasa.gov

Subject: NAAS QUESTION

I don't understand what why this \$2900 award is shown twice on this ledger. It is adding in the amount then subtracting it?? It should only be shown once as a subtraction.

Teresa Gomez
Astronaut Candidate and HR Programs Office
NASA Johnson Space Center
Mail Code AHX
Houston, TX 77058
281-483-9588
281-483-8626 (Fax)

The screenshot shows two windows from a Windows XP desktop. The left window is the 'Remedy Help Desk Case (NS000128) - Work Log'. The right window is the 'Division Budget Admin' application showing a 'Ledger'.

Remedy Help Desk Case (NS000128) - Work Log

Summary: CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER

Description: The Description of the case: CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER

Category: HUMAN RESOURCES

Type: AWARD PROCESSING

Item: NAAS

Review: No

Attachments: Requester Information, Activity

Case Log: Work Log

Time Spent Resolving Case:

Estimated Total Time (0)

Start Time

Time Spent (min) (0)

Total Time Spent (min) (0)

Save Print Case Reports Cancel

Day History:

8/29/2006 1:04:58 PM NS000128
The Description of the case: CUSTOMER HAS AN INQUIRY WHY THE \$2900 AWARD IS SHOWN TWICE ON THE LEDGER

8/29/2006 1:06:18 PM NS000128
From: Gomez, Teresa (JSC-AH) [mailto:teresa.gomez-1@nasa.gov]
Sent: Tuesday, August 29, 2006 11:22 AM
To: nssc-contactcenter@nasa.gov
Subject: NAAS QUESTION

don't understand what why this \$2900 award is shown twice on the ledger. It is adding in the amount then subtracting it?? It should only be shown once as a subtraction.

Day Editor: Cannot copy the screen shot

Division Budget Admin

Ledger

Center: Johnson Space Center Organizations: OAC11 Divisions: N/A

Name	Monetary Value	Award Title	Date of Action	Action Taken
THEBAUL, ALLISON	439280		06/23/2006	Budget Adjustment-Orig
THEBAUL, ALLISON	-439280		07/27/2006	Budget Adjustment-Orig
THEBAUL, ALLISON	3780		08/22/2006	Budget Adjustment-Orig
GIBSON, JUANITA	0	Time Off Award	08/23/2006	Nomination
ROSS, DUANE	0	Time Off Award	08/23/2006	Nomination
SMITH, TAWNOR	-100	On the Spot Award	08/25/2006	Nomination
SMITH, TAWNOR	-100	On the Spot Award	08/25/2006	Nomination
SMITH, TAWNOR	-147	On the Spot Award	08/25/2006	Nomination
GIBSON, JUANITA	2900	Superior Accomplishment	08/29/2006	Nomination Edit
GIBSON, JUANITA	-2900	Superior Accomplishment	08/29/2006	Nomination Edit

Balance: 3453

Case #7512

9/1/2006 2:15:45 PM NS000180

THE FOLLOWING E-MAIL SENT TO THE NSSC CCC:

-----Original Message-----

From: Khrista Noelle White [mailto:Khrista.N.White@nasa.gov]

Sent: Friday, September 01, 2006 10:06 AM

To: nssc-contactcenter@nasa.gov

Subject: Query Action

Please REMOVE the following action in NAAS Query for:

Stanley R. Scott, Org. 586, \$1,000, Award of Excellence, Safety Award of Honor

This was given to the wrong Stanley Scott & was our administrative error.

We will input the correct action in NAAS for:

V. Stanley Scott, Org. 694, \$1,000 Award of Excellence, Safety Award of Honor.

Thank you; Khrista White

9/1/2006 2:16:00 PM NS000180
ELEVATE CASE TO L2

9/5/2006 6:28:10 AM NS000168
From: Hamblen, Eileen (NSSC)[CSC]
Sent: Friday, September 01, 2006 6:46 PM
To: Hanna, Joey S. (NSSC)[MEI]
Cc: Askew, Arthur M. (NSSC)[CSC]; Linn, Kathy (NSSC)[CSC]
Subject: Remedy Cases

Joey,

We elevated 3 cases to the Award processing team, all around 2:15 today. All are still in an assigned status as they have not been acknowledged as being received. Can you please have someone look into this? Thanks Joey.

Eileen

9/5/2006 8:45:00 AM NS000323
These tickets have been assigned to Colleen Frickie for resolution.

9/5/2006 8:50:37 AM NS000323
The request for the removal of the incorrect nomination is being assigned to IT.

Center should make sure that the monetary amount is not taken from FPPS.

9/5/2006 10:57:58 AM NS000361
Record can be removed from db, but could just be a user action where they just cancel the original? J. Seal

9/5/2006 10:58:14 AM NS000361
Updating to work in progress. J. Seal

Case # 7760

9/7/2006 3:09:24 PM NS000092
The Description of this case is: CUSTOMER INQUIRY REGARDING A NAAS ISSUE.

9/7/2006 3:10:32 PM NS000092
THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

From: Gomez, Teresa (JSC-AH) [mailto:teresa.gomez-1@nasa.gov]
Sent: Thursday, September 07, 2006 3:00 PM
To: nssc-contactcenter@nasa.gov
Subject: NAAS Issue

Time Off Award submitted in NAAS, but when it was received by the Approver the hours block was blank. Award was rejected and resubmitted and same thing happened. Award was rejected and resubmitted a third time and the hours finally showed up for the Approver.

Teresa Gomez
Astronaut Candidate and HR Programs Office
NASA Johnson Space Center
Mail Code AHX
Houston, TX 77058
281-483-9588

281-483-8626 (Fax)

I ELEVATED THIS CASE TO L2

9/7/2006 4:07:36 PM NS000323
Dena to review issue.

9/7/2006 4:12:36 PM NS000325
Case sent to IT-L2 for review.

9/8/2006 7:56:00 AM NS000361
IT received and sent to KSC for disposition. Received the following reply from KSC:

From: Sloan, William R [mailto:William.R.Sloan@nasa.gov]
Sent: Friday, September 08, 2006 7:49 AM
To: Seal, Jim E. (NSSC)[CSC]; Raines, Rachel W. (NSSC)[CSC]; Sartore, Richard R (JBOSC); Pylant, Julia A. (KSC)[SGS]
Cc: Hylton, James (NSSC-XD020); Pultz, Linda L. (HQ-LE060); Gross, Jeremy S. (NSSC)[CSC]; McCann, Michael (NSSC-XD020)
Subject: RE: NAAS Case #HD 7760

At first glance, this appears to be similar/related to 5902. At present NAAS does not perform any edit checks on nomination dollar or hour amounts. It is the responsibility of the nominator to ensure that the appropriate field has a value entered prior to submission. This has been documented as an item on the future enhancements list.

end of email...

Since this is related to one that has been placed on the future enhancements list, elevating to L3. J. Seal

9/8/2006 10:45:03 AM NS000114
I believe the issue as written refers to a system problem, not a request for a future enhancement. I have forwarded my concerns to Jim Seal and Bill Sloane for further information/clarification. (see below). Mike McCann

Jim,
If the hours for a time-off award did not show up on the Approver's Review Screen two out of three times, wouldn't that be an error versus a need for an enhancement? Are we assuming the nominator did not enter an amount when drafting the award the first two times (because the system does not force an entry)? The "requirement" to fill in this data is a future enhancement as is the need to display this data on a query screen...but as written I do not see this issue as an enhancement.

Thoughts?

Mike McCann

-----Original Message-----
From: NSSC Contact Center [mailto:NSSC-RemedyHelpDesk@nasa.gov]
Sent: Friday, September 08, 2006 7:59 AM
To: McCann, Michael (NSSC-XD020)
Subject: Case HD000000007760, Low request urgency, has been assigned to you.

Case HD000000007760, previously assigned to group IT - NAAS L2, has been assigned to you. Open the Support Console on server nssc0201p.sscmain.intranet.ssc.nasa.gov to view the case. If you think this has been assigned to you in error, please contact the NASA Shared Services Center Customer Contact Center at 1-877-NSSC123 (1-877-677-2123) or email nssc-contactcenter@nasa.gov.

Short Description: CUSTOMER INQUIRY REGARDING A NAAS ISSUE
Status: Assigned

Case # 8014

9/12/2006 12:25:46 PM NS000102
CUSTOMER SENT THE FOLLOWING TWO E-MAILS:

From: Lynette Raburn [mailto:lraburn@mail.arc.nasa.gov]
Sent: Tuesday, September 12, 2006 11:49 AM
To: nssc-contactcenter@nasa.gov

Subject: NAAS Query Problem

Hello,

Today I was using Query in NAAS, when "Searching by Nominee Information", the employee's award action I was searching for did not appear. Although when I searched in "Search by Organization Information" and "Search by Title" the employee's award action appeared. I also tracked the action in FPPS to verify it was uploaded and it was. For some reason when searching by "Searching by Nominee Information" it doesn't always capture the action even though it is in NAAS.

If you need some example names of employees that do not appear in "Search by Nominee Information" please let me know.

Thanks,
Lynette Forsman
650-604-5267

From: Lynette Raburn [mailto:lraburn@mail.arc.nasa.gov]
Sent: Tuesday, September 12, 2006 11:53 AM
To: nssc-contactcenter@nasa.gov
Cc: Pultz, Linda L. (HQ-LE060); James, Gail E. (ARC-HR); cwoodward@mail.arc.nasa.gov
Subject: Time-out pop-up window

Hello,

We keep having the time-out expiration message pop-up window appear while we are currently working in the system telling us to hit "ok" otherwise in 1 minute the system will shutdown.

Shouldn't this window only appear if you have not been using the system for a period of time and not while you are in the middle of working in the system?

Thanks,
Lynette Forsman
650-604-5267
The Description of this case is: CUSTOMER SENT TWO E-MAIL EXPLAINING NAAS PROBLEMS

9/12/2006 12:27:37 PM NS000102
ELEVATING TO L2 FOR RESEARCH AND RESOLUTION

The Description of this case has been changed to: CUSTOMER SENT TWO E-MAILS EXPLAINING NAAS PROBLEMS

9/12/2006 12:28:57 PM NS000102
CHANGED INDIVIDUAL FROM ROSA HEBERT TO TRACY RUSSELL

9/12/2006 12:29:51 PM NS000102
ELEVATING TO L2.

9/12/2006 12:48:02 PM NS000325
Sending case to IT for resolution.

9/13/2006 7:50:35 AM NS000361
These are 2 distinctly separate issues. The first issue, a problem with searching on personnel name, has been recorded before in HD 6212, and has not yet been resolved. The second issue, a timeout problem was recently questioned by another user as well. This issue has not been recorded before, but since twice within the past couple of days has been an issue, we may need to investigate whether something has changed. Assigning to Tosin for investigation. J. Seal

9/13/2006 7:50:50 AM NS000361
Updating to work in progress.

Case # 8051

9/12/2006 4:08:59 PM NS000180
The Description of this case is: MS. JOHNSON SENT IN AN E-MAIL REGARDING DIFFICULTY ACCESSING NAAS.

9/12/2006 4:11:30 PM NS000180
THE FOLLOWING E-MAIL RECEIVED:

From: Johnson, Karen [mailto:Karen.C.Johnson@nasa.gov]
Sent: Tuesday, September 12, 2006 3:26 PM
To: nssc-contactcenter@nasa.gov
Subject: NAAS access

Contact Center,

I believe that I have Agency access to NAAS (NASA Agency Award System).

However, when I try to login <https://naas.nasa.gov/> using by WebTADS user Id and password, I get the message that WebTADS login failure, login unsuccessful.

I receive NAAS messages such as the one attached above

My user id and password are correct for logging in WebTADS. I am using case sensitive.

(REMOVED USER ID AND PASSWORD FROM COPIED E-MAIL FOR SECURITY REASONS. IF NEEDED PLEASE CONTACT NSSC CCC AND WE CAN PROVIDE)

Thanks,
Karen C. Johnson
Comp Center / e-Payroll
256-544-7300
karen.c.johnson@nasa.gov

9/12/2006 4:19:03 PM NS000180

SPOKE TO MS. JOHNSON. VERIFIED THAT SHE WAS ABLE TO SUCCESSFULLY LOG INTO WEBTADS. SHE VERIFIED THAT SHE COULD. VERIFIED THAT SHE DID NOT HAVE ANY SPECIAL CHARACTERS (#, ETC) IN HER PASSWORD. SHE VERIFIED THAT SHE DID NOT. I REFERRED CALLER TO HER CENTER AWARDS OFFICER (PAULETTE DAVY 256-544-5656). SHE DID NOT BELIEVE THAT MS. DAVY COULD NOT ASSIST HER BECAUSE EITHER RACHEL RAINES OR JAMES HILTON HERE AT NSSC SET HER UP TO ACCESS NAAS. AFTER SPEAKING TO RITA STALLINGS, SHE SUGGESTED THAT I CREATE A CASE AND ELEVATE TO L2 BECAUSE THERE WERE A FEW PEOPLE THAT THE NSSC SET UP AND RITA BELIEVES MS. JOHNSON WAS ONE OF THEM. RITA WILL ASSIST HER. KMINA

9/12/2006 4:19:20 PM NS000180

ELEVATE CASE TO L2 KMINA

9/12/2006 4:30:02 PM NS000325

I will contact Karen tomorrow morning to discuss and resolve her issue.

9/13/2006 11:54:57 AM NS000325

I have confirmed with Ms. Johnson and WebTADS the user ID she is using is correct and her password does not contain any special characters. She has a role in NAAS and is active. I suggested she change her password in WebTADS. I asked her to give me a call once she has done this.

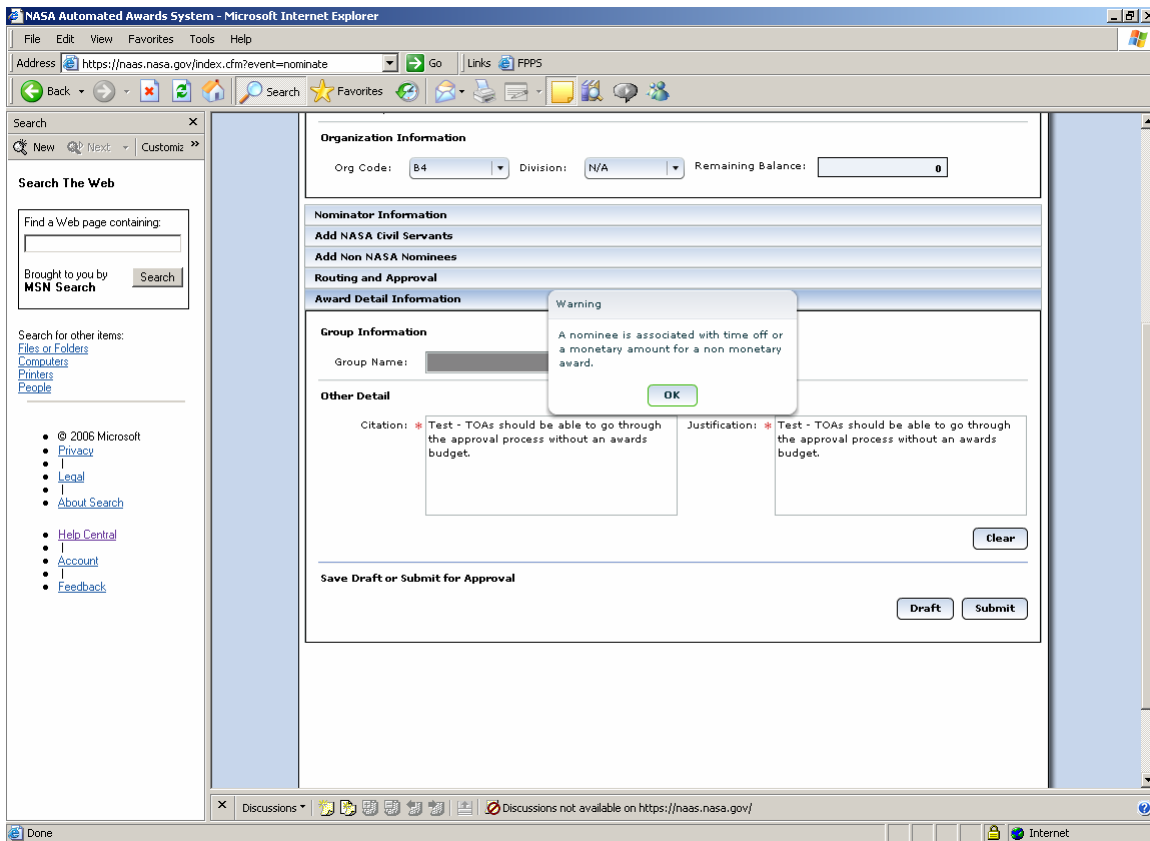
Case #8804

Karen E. Ridlon
Human Resources Specialist
Organizational Development and Workforce Relations Branch
Office of Human Capital Management
Phone: 757-864-3194
Fax: 757-864-8465

Have feedback on OHCM services? Visit <http://ohr.larc.nasa.gov/index.html>

Elevated to L2 for research and resolution.

The Description of this case is: CUSTOMER STATES: TOA Award - Cannot be processed in NAAS



In last week's telecon, the question came up regarding being able to process TOAs in NAAS without having to enter an awards budget. I tried the above test and the following error came up:

"The nominee is associated with time off or a monetary amount for a non-monetary award."

The award, in this case test, is set up for a TOA for 8 hours. This is, in essence, a non-monetary award. Not sure what this error means. It will not allow the nominator to submit the nomination. Please advise.

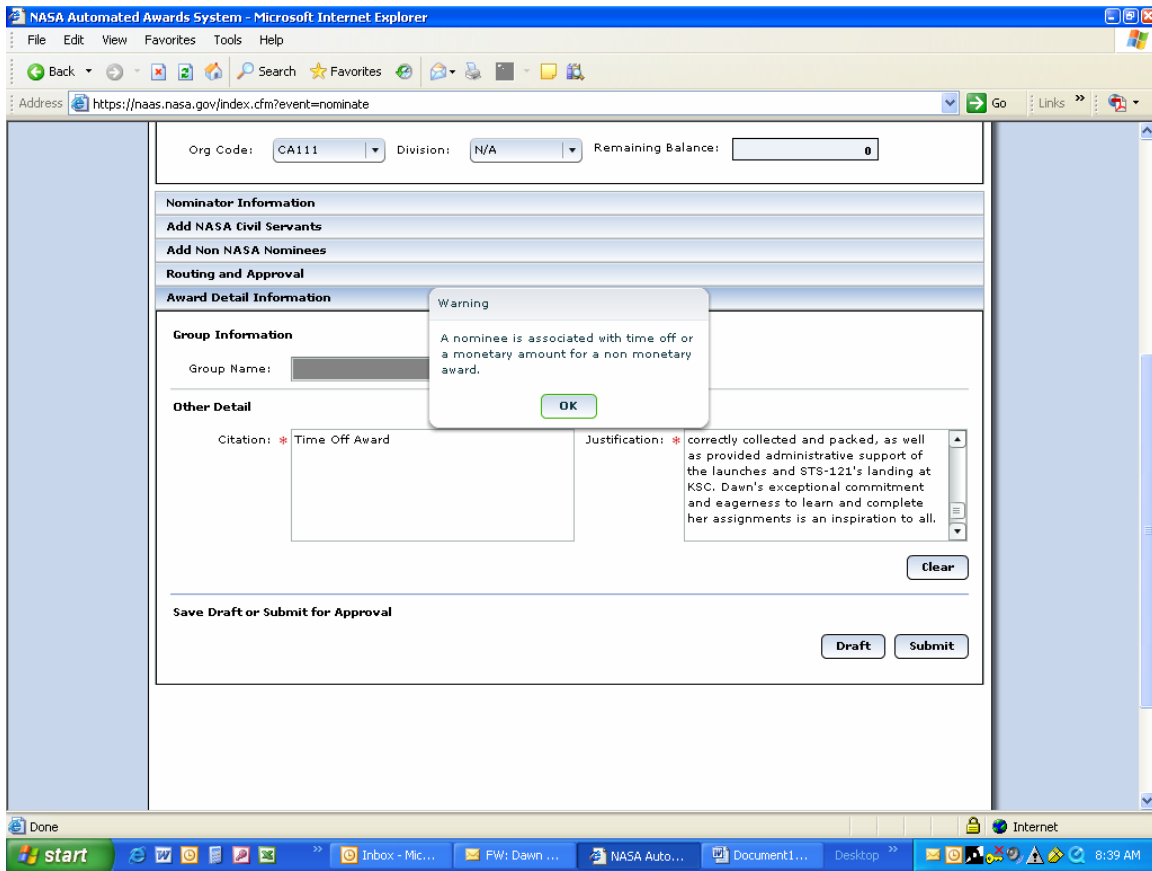
Case# 8699

Original Message-----

From: Thebeau, Allison N. (JSC-AH) [mailto:allison.n.thebeau@nasa.gov]
 Sent: Thursday, September 21, 2006 8:45 AM
 To: nssc-contactcenter@nasa.gov
 Subject: Trouble entering time off award

Please see attached - we have attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.
 <<Doc1.doc>>

The Description of this case is: Customer has attempted several times to enter this Time Off Award and keep getting this rather confusing warning message.



Case# 8970

9/25/2006 1:56:21 PM NS000128
From: Khrista White [mailto:Khrista.N.White@nasa.gov]
Sent: Monday, September 25, 2006 1:28 PM
To: nssc-contactcenter@nasa.gov
Cc: McCann, Michael (NSSC-XD020)
Subject: NAAS Error

Error message for TOA.

Correct award type selected. Correct NOAC associated with award type.
Awards Officer walked nominator through action & verified all correct steps were taken. This should not be rejected even with a zero budget balance.

Thanks; Khrista

